

**STATE OF WEST VIRGINIA
DEPARTMENT OF ENVIRONMENTAL PROTECTION
DIVISION OF WATER & WASTE MANAGEMENT
414 Summers Street, Second Floor
Charleston, WV 25301-1621**

**FACT SHEET, INFORMATION, AND RATIONALE
FOR
WV/NPDES GENERAL PERMIT
REMEDICATION OF PETROLEUM-CONTAMINATED SITES**

1. NAME AND ADDRESS OF APPLICANT

Any owner/operator of a wastewater treatment system for discharging or proposing to discharge wastewater associated with the remediation of petroleum contaminated sites and agreeing to be regulated under the terms of this proposed General Permit.

2. GENERAL WV/NPDES PERMIT NO.: WV0113727

3. COUNTY: Any WV County RECEIVING STREAM: Any WV Stream

4. PUBLIC COMMENT PERIOD: June 20, 2003 to July 20, 2003

5. DESCRIPTION OF APPLICANT'S FACILITY OR ACTIVITY:

The General Permit is designed to regulate discharges from facilities that treat groundwater or surface water that has been contaminated by gasoline, diesel fuel, marine fuel, kerosene, and other petroleum fuels.

6. DESCRIPTION OF DISCHARGES:

Discharges covered under this General Permit will be from leaking underground storage tank and other similar hydrocarbon- remediation projects. These projects typically involve identification of leaking underground storage tanks or other devices; determination of the extent of the contamination, especially the determination of any effects on groundwater; excavation of the tank or other devices and contaminated soil; and treatment of contaminated groundwater or other related surface water.

The treatment often involves pumping out contaminated groundwater, stormwater, or ponded water on site, treating it at the surface (minimum technology, generally free product removal, air stripping and/or granular activated carbon), and discharging back to groundwater or surface water. The minimum technology for removal of dissolved petroleum hydrocarbons from groundwater (as referenced in this Fact Sheet) has advanced such that, for properly designed and operated systems, pollutants can routinely be reduced to below detection limits. This General Permit is intended to cover the treatment and any groundwater or other associated surface water discharge, as well as that of contaminated groundwater that has been collected from pump tests or collected storm water prior to full scale operation of the remediation project. **Based on historical data previously submitted to the Division of Water & Waste Management by permitted sites with properly sized, operated and maintained treatment systems, the following effluent quality is expected:**

pH

maintained between 6.0 & 9.0 standard units.

Benzene, Toluene,
Ethylbenzene, Total
Petroleum Hydrocarbon,
and Polynuclear Aromatic
Hydrocarbons

**below detection limits of approved analytical
procedures as listed in 40 CFR 136.**

Total Recoverable Lead,
Total Recoverable Iron and
Total Recoverable Manganese

**variable, depending on water source and treatment
processes used.**

In order to allow these much needed remediation projects to be promptly carried out, no additional public notice requirements will be provided for proposed facilities making application for coverage under this General Permit.

7. COVERAGE UNDER THE GENERAL PERMIT

This General Permit proposes to provide coverage for persons operating remediation projects where the contaminant is petroleum-based fuels or products. **The Director has the authority to require any owner/operator to apply for and obtain an individual permit. This authority will be exercised when the Director determines that the receiving water will be better protected by such a permit.**

The universe of existing facilities which are eligible for regulation under the general permit numbers approximately 50. Proposed treatment facilities are also eligible for coverage under the General Permit.

Those facilities to be regulated under the terms of the General Permit will be required to provide adequate treatment technologies and to achieve compliance with the limitation category requirements assigned.

There are approximately 20 facilities currently registered under the existing general permit. If those facilities wish to continue discharging, they will be required to register under the new General Permit.

8. WHEN TO APPLY

State NPDES rules require permit applications to be filed at least 180 days prior to the commencement of the activity. The Agency is attempting, through this General Permit process, to streamline the permitting of this particular activity. Therefore, projects which may potentially obtain coverage under this General Permit and which submit complete site registration application forms, shall make that submission at least sixty (60) days prior to the anticipated date of discharge.

Those operations with in-process remediation and existing discharges at the time of issuance of the General Permit will be required to apply within thirty (30) days of the effective date of the permit.

9. PROPOSED EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS:

All establishments covered by this general permit will be required to sample, analyze and submit Discharge Monitoring Reports (DMRs) for the designated parameters once every quarter. For the specific limitations and monitoring requirements, refer to the attached copies of pages 2 through 9 of the Draft Permit.

10. RATIONALE FOR PROPOSED DISCHARGE CATEGORIES, LIMITATIONS, MONITORING AND TREATMENT REQUIREMENTS:

A. Discharge Categories:

1. Limitation Category I

This limitation category will generally be assigned to facilities with discharges into large receiving streams [instream waste concentration (IWC*) less than 10%]. The agency may also assign this category to facilities with discharges into small receiving streams (IWC* greater than 10%) if it has data showing the background concentrations for the pollutants of concern in the receiving stream are at or near zero and that discharges in compliance with the effluent limitations of this category will assure compliance with water quality standards (WQS).

2. Limitation Category I-A

This limitation category will generally be assigned to facilities with discharges into large trout waters receiving streams (IWC* less than 10%). The agency may also assign this category to facilities with discharges into small trout waters receiving streams (IWC* greater than 10%) if it has data showing the background concentrations for the pollutants of concern in the receiving stream are at or near zero and that discharges in compliance with the effluent limitations of this category will assure compliance with WQS.

3. Limitation Category I-B

This limitation category will be assigned to facilities with discharges within 0.5 miles of a water treatment plant intake in compliance with Public "A", Human Health Standards, on large receiving streams (IWC* less than 10%). The agency may also assign this category to facilities with discharges into small Public "A" receiving streams (IWC* greater than 10%) if it has data showing the background concentrations for the pollutants of concern in the receiving stream are at or near zero and that discharges in compliance with the effluent limitations of the category will assure compliance with WQS.

4. Limitation Category II

This limitation category will generally be assigned to facilities with discharges into small receiving streams (IWC* greater than 10%). The agency may also assign this category to facilities with discharges into large receiving streams (IWC* less than 10%) if it has data showing that high background concentrations of pollutants of concern exist in the receiving stream and that discharges in compliance with the effluent limitations of Category I will not assure compliance with WQS.

5. Limitation Category II-A

This limitation category will generally be assigned to facilities with discharges into small trout waters receiving streams (IWC* greater than 10%). The agency may also assign this

category to facilities with discharges into large trout waters receiving streams (IWC* less than 10%) if it has data showing that high background concentrations of pollutants of concern exist in the receiving stream and that discharges in compliance with the effluent limitations of Category I-A will not assure compliance with WQS.

6. Limitation Category II-B

This limitation category will be assigned to facilities with discharges within 0.5 miles of a water treatment plant intake in compliance with Public "A", Human Health Standards, on small receiving streams (IWC* greater than 10%). The agency may also assign this category to facilities with discharges into large Public "A" receiving streams (IWC* less than 10%) if it has data showing that high background concentrations of pollutants of concern exist in the receiving stream and that discharges in compliance with the effluent limitations of Category I-B will not assure compliance with WQS.

7. Limitation Category III

This limitation category will be assigned to facilities that inject the treated effluent back into the groundwater.

***NOTE: $IWC = Q_d / (Q_d + 7Q_{10})$; where Q_d = flow of the discharge in feet³ / second (CFS), and $7Q_{10}$ = the minimum mean seven consecutive day drought flow in CFS of the receiving stream with a 10 year return frequency.**

B. Discharge Limitations

Flow - Monitor (MGD) Maximum - Technology Based

Monitor only is proposed to determine any potential impact the discharge may have on the receiving stream. Consistent with Title 47, Series 10, Section 6.3.h.1.B. of the West Virginia Legislative Rules (WVLR).

Total Petroleum Hydrocarbons - Monitor (mg/l) Maximum - Technology Based

Monitoring only is proposed for TPH to determine the overall removal efficiency of the system. No water quality standard exists for this parameter.

At present, the test method most favored by both industry and government for TPH is Test Method 8015. This method is a gas chromatograph test with a flame ionizing detector. This test can be run either for Gasoline Range Organics (GRO) or Diesel Range Organics (DRO), and it is important that the permittee use a wide window extract and test for both GRO and DRO.

Benzene - Water Quality Based

Categories I and I-A - 1.98 (µg/l) Average & 2.88 (µg/l) Maximum

The water quality based effluent limit (WQBEL) limits for Categories I and I-A were

developed using the water quality criteria of 0.66 µg/l (Human Health) and assuming an IWC of less than 10%, a receiving stream background concentration of 0.33 µg/l and a default dilution factor of three for the zone of initial dilution (ZID), which is the acute mixing zone for the discharge. (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR. The Minimum Detection Limit for benzene under Method 602 is 0.2 micrograms per liter, hence the level proposed can be fully quantified.

Categories II and II-A - 0.66 (µg/l) Average & 0.96 (µg/l) Maximum

The limits for Categories II and II-A were developed using the water quality criteria of 0.66 mg/l (Human Health) as end of pipe effluent limits (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category I-B and II-B - 0.66 (µg/l) Maximum

The limits for Categories I-B and II-B were developed using the water quality criteria of 0.66 mg/l (Human Health) as end of pipe effluent limits. Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category III and Groundwater Monitoring Wells - 5.0 (µg/l) Maximum

The limits for Category III and Groundwater Monitoring Wells were developed using the Standards of Purity and Quality values assigned in 46 CSR 12.

Toluene - Water Quality Based

Categories I and I-A - 20.4 (mg/l) Average & 29.7 (mg/l) Maximum

The water quality based effluent limit (WQBEL) limits for Categories I and I-A were developed using the water quality criteria of 6.8 mg/l (Human Health) and assuming an IWC of less than 10%, a receiving stream background concentration of 3.4 mg/l and a default dilution factor of three for the zone of initial dilution (ZID), which is the acute mixing zone for the discharge. (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Categories II and II-A - 6.8 (mg/l) Average & 9.9 (mg/l) Maximum

The limits for Categories II and II-A were developed using the water quality criteria of 6.8 mg/l (Human Health) as end of pipe effluent limits (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category I-B and II-B- 6.8 (mg/l) Maximum

The limits for Categories I-B and II-B were developed using the water quality criteria of 6.8 mg/l (Human Health) as end of pipe effluent limits. Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category III and Groundwater Monitoring Wells - 1.0 (mg/l) Maximum

The limits for Category III and Groundwater Monitoring Wells were developed using the Standards of Purity and Quality values assigned in 46 CSR 12.

Ethylbenzene - Water Quality Based

Categories I and I-A - 9.3 (mg/l) Average & 13.6 (mg/l) Maximum

The water quality based effluent limit (WQBEL) limits for Categories I and I-A were developed using the water quality criteria of 3.1 mg/l (Human Health) and assuming an IWC of less than 10%, a receiving stream background concentration of 1.55 mg/l and a default dilution factor of three for the zone of initial dilution (ZID), which is the acute mixing zone for the discharge. (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR. The Minimum Detection Limit for benzene under Method 602 is 0.2 micrograms per liter, hence the level proposed can be fully quantified.

Categories II and II-A - 3.1 (mg/l) Average & 4.5 (mg/l) Maximum

The limits for Categories II and II-A were developed using the water quality criteria of 3.1 mg/l (Human Health) as end of pipe effluent limits (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category I-B and II-B- 3.1 (mg/l) Maximum

The limits for Categories I-B and II-B were developed using the water quality criteria of 3.1 mg/l (Human Health) as end of pipe effluent limits. Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category III and Groundwater Monitoring Wells - 0.7 (mg/l) Maximum

The limits for Category III and Groundwater Monitoring Wells were developed using the Standards of Purity and Quality values assigned in 46 CSR 12.

Polynuclear Aromatic Hydrocarbons (PAH) - Water Quality Based

Categories I and I-A - 0.0084 (µg/l) Average & 0.0122 (µg/l) Maximum

The water quality based effluent limit (WQBEL) limits for Categories I and I-A were developed using the water quality criteria of 0.0028 µg/l (Human Health) and assuming an IWC of less than 10%, a receiving stream background concentration of 0.0014 µg/l and a default dilution factor of three for the zone of initial dilution (ZID), which is the acute mixing zone for the discharge. (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR. The Minimum Detection Limit for PAH is 10 µg/l, hence ; non-detect is considered to be in compliance with this limitation.

Categories II and II-A - 0.0028 (µg/l) Average & 0.0041 (µg/l) Maximum

The limits for Categories II and II-A were developed using the water quality criteria of 0.0028 µg/l (Human Health) as end of pipe effluent limits (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category I-B and II-B - 0.0028 (µg/l) Maximum

The limits for Categories I-B and II-B were developed using the water quality criteria of 0.0028 µg/l (Human Health) as end of pipe effluent limits. Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category III - Monitor (µg/l) Maximum

The limits for Category III are developed using the Standards of Purity and Quality values assigned in 46 CSR 12.

Naphthalene - Water Quality Based

Groundwater Monitoring Wells - Monitor (µg/l) Maximum

Naphthalene was chosen in an effort to assess any impacts of PAH to the groundwater, chiefly because it has the highest solubility of any PAH in water. Further, PAH are common constituents found in diesel fuel.

Total Recoverable Lead - Water Quality Based

Categories I and I-A - 7.8 (µg/l) Average & 15.6 (µg/l) Maximum

The water quality based effluent limit (WQBEL) limits for Categories I and I-A were developed using the water quality criteria of 50 µg/l (Human Health) and assuming an IWC of less than 10%, a receiving stream background concentration of 25 µg/l and a default dilution factor of three for the zone of initial dilution (ZID), which is the acute mixing zone for the discharge. (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Categories II and II-A - 2.6 (µg/l) Average & 5.2 (µg/l) Maximum

The limits for Categories II and II-A were developed using the water quality criteria of 50 µg/l (Human Health) as end of pipe effluent limits (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Categories I-B - 15.6 (µg/l) Maximum

The limits for Category I-B were developed using the water quality criteria of 50 µg/l (Human Health) as end of pipe effluent limits. Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Categories II-B - 5.2 (µg/l) Maximum

The limits for Category II-B were developed using the water quality criteria of 50 µg/l (Human Health) as end of pipe effluent limits. Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category III and Groundwater Monitoring Wells - 15 (µg/l) Maximum

The limits for Category III and Groundwater Monitoring Wells were developed using the Standards of Purity and Quality values assigned in 46 CSR 12.

Total Recoverable Iron - Water Quality Based

Category I - 5.3 (mg/l) Average & 9.4 (mg/l) Maximum

The limits for Category I were developed using the water quality criteria of 1.5 mg/l (Chronic) and assuming an IWC of less than 10%, a receiving stream background concentration of 0.75 mg/l and a default dilution factor of five for the chronic mixing zone (CCC). (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category I-A - 1.2 (mg/l) Average & 2.4 (mg/l) Maximum

The limits for Category I-A were developed from the water quality criteria of 0.5 mg/l (Chronic for trout waters) and assuming an IWC of less than 10%, a receiving stream background concentration of 0.25 mg/l and a default dilution factor of five for the CCC. (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category II - 1.2 (mg/l) Average & 2.4 (mg/l) Maximum

The limits for Category II were developed from the water quality criteria of 1.5mg/l (Chronic) as end of pipe effluent limits (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category II-A - 0.41 (mg/l) Average & 0.82 (mg/l) Maximum

The limits for Category II-A were developed from the water quality criteria of 0.5 mg/l (Chronic for trout waters) as end of pipe effluent limits (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category I-B and II-B- 1.5 (mg/l) Maximum; II-B (Trout Stream) 0.82 (mg/l) Maximum

The limits for Categories I-B and II-B were developed from the water quality criteria of 1.5 mg/l (Human Health) and 0.5 mg/l (Chronic for trout waters) as end of pipe effluent limits. Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Total Recoverable Manganese - Water Quality Based

Category I & I-A - 3.0 (mg/l) Average & 4.4 (mg/l) Maximum

The limits for Categories I and I-A were developed using the water quality criteria of 1.0 mg/l (Human Health) and assuming an IWC of less than 10%, a receiving stream background concentration of 0.5 mg/l and a default dilution factor of five for the chronic mixing zone (CCC). (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category II & II-A - 1.0 (mg/l) Average & 1.4 (mg/l) Maximum

The limits for Categories II and II-A were developed from the water quality criteria of 1.0 mg/l (Chronic) as end of pipe effluent limits (See attached spreadsheets). Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

Category I-B and II-B- 1.0 (mg/l) Maximum

The limits for Categories I-B and II-B were developed from the water quality criteria of 1.0 mg/l (Human Health) as end of pipe effluent limits. Consistent with Title 47, Series 10, Sections 6.3.d. and 6.3.h.1.C. of the WVLR.

pH - Maintained between 6.0 - 9.0 (std units) Technology Based

Since the backwash wastewater can be somewhat caustic, a pH limit is proposed. Consistent with Title 47, Series 10, Section 6.3.h.1.C. of the WVLR. Also the proposed limit will satisfy the applicable water quality standards.

NOTE: The Agency recognizes that the background concentration for some receiving streams may exceed the assumed value. The IWC restriction, however, provides mitigation for situations where actual receiving stream information is unavailable. If data exists showing the background concentration higher than that assumed, the facility will be assigned to another Category, or the facility may be required to obtain a site-specific permit.

C. Monitoring Requirements:

Self-monitoring and reporting requirements are identical for all permittees regulated under the General Permit. The Legislative Rules of the Environmental Quality Board requires that each permit have monitoring requirements to assure compliance with permit limitations.

D. Treatment Requirements:

All permittees must provide adequate treatment technologies in order to comply with the established effluent limitations of their assigned limitation category. In all likelihood, air stripping will be used to treat volatiles, due to the high volatility of many of the soluble constituents involved, and carbon adsorption will be used to treat situations where polynuclear aromatic hydrocarbons (semi-volatiles) are involved. Data submitted to the Division of Water & Waste Management by ongoing projects, the Risk Reduction Engineering Laboratory (RREL) database, and The Treatability Manual (U.S. EPA Office of Research and Development) all indicate that air stripping is a viable technology for volatile organic removal. Carbon adsorption may be used either separately to better control semi-volatile compounds or in combination with

air stripping, specifically to address air quality concerns that may arise from volatilizing certain constituents. With the data that is available it appears that the use and proper operation of air stripping and carbon adsorption technology will result in achieving proposed limits.

12. RATIONALE OF ADDITIONAL REQUIREMENTS

B.1 - Self-explanatory.

B.2 - **This identifies situations in which the Director may require a facility covered by this permit to be covered by an individual permit or when such facility may approach the Director on its own initiative to obtain coverage by an individual permit.**

B.3 - Self-explanatory.

B.4 - According to the Risk Reduction Engineering Laboratory (RREL) database, all the parameters in this permit are treatable by activated sludge. Discharge into a Publicly-Owned Treatment Works (POTW) would provide additional treatment and help insure that pollutants are removed. If the POTW does not have available capacity as certified by the appropriate pretreatment authority, or is otherwise unwilling to accept the waste stream, then direct discharge subject to permit conditions (either general or individual permit) may be permitted.

B.5 - The general permit may not cover all situations to the extent necessary to protect the environment. For this reason the Division of Water & Waste Management may require an individual permit or deny permit coverage as individual situations are evaluated.

B.6 - Self-explanatory.

B.7 - The middle distillates (diesel fuel, marine fuel, heating oil, kerosene and jet fuel) all contain significant amounts of polynuclear aromatic hydrocarbons (PAH). Polynuclear aromatic hydrocarbons have a water quality standard of 2.8 nanograms per liter and detection limit of 10 micrograms per liter. Therefore a site contaminated with a middle distillate could have PAH in the water at levels that could violate water quality without their detection in any monitoring. The best available treatment technology for PAH is apparently carbon adsorption, therefore this technology is required at all sites where middle distillates are present regardless of PAH contamination appearing in the monitoring.

B.8. The generally-recognized list of compounds making up total Polynuclear Aromatic Hydrocarbons are those sixteen compounds referenced in 40 CFR Part 136, Appendix A, Method 610.

B.9. PAH may be present at harmful levels but not detected. This condition insures continued vigilance at sites where they may be present.

B.10. Refer to Section 10B., pages 6 and 7 of this Fact Sheet.

B.11. Refer to Section B.10., pages 6 and 7 of this Fact Sheet.

B.12. Total Recoverable Lead need not be monitored at sites where it is not suspected or detected.

B.13. Total Recoverable Iron and Total Recoverable Manganese need not be monitored at sites where

they do not occur at levels in the untreated wastewater that exceed specified limits.

B.14. Refer to Sections A.1 through A.7, pages 7 and 8 of this Fact Sheet regarding Total Recoverable Lead. In order to properly evaluate and calculate the appropriate criteria for Total Recoverable Lead, it is necessary that the hardness of the receiving stream be obtained.

B.15. Section 4.1.4 of the CAGD/LUSTSACA stipulates requirements and actions to be pursued to assure compliance with 22-12 of the West Virginia Code. In instances where Corrective Action Plans (CAPS) are not required due to the nature of the project, further action on the part of the Division of Water & Waste Management through the issuance of an individual permit or enforcement action may be necessary.

B.16. Self-explanatory.

B.17. Submission of DMR reports are required as per 47 CSR 10-5.10. of the WVLR.

B.18. Self-explanatory.

B.19. As the requirements for monitoring the discharge from the remediation process can cease upon termination of the process (unless otherwise required under 4.1.4. of the CAGD/LUSTSACA), coverage for the requirements of Sections A.1, A.2, A.3, A.4, A.5, A.6 and/or A.7 of the permit may be eliminated at that time. As groundwater may still be impacted to various degrees including those to levels exceeding Standards specified in Title 46, Series 12, monitoring of the groundwater must continue during the term of coverage under the General Permit until at least two consecutive quarters of collected data reveal compliance with the appropriate Standards (such consecutive quarters including the minimum one year time frame required under Section 4.1.4. of the CAGD/LUSTSACA). In the event compliance cannot be achieved during the term of coverage, it will be necessary for the permittee to provide written notification to the Division of Water & Waste Management at which time other appropriate action by the agency may be pursued.